



Continuous Quality Improvement Interim Report

We are pleased to present the 2026/2027 Interim Quality Report

This interim report summarizes Ivan Franko Home's Continuous Quality Improvement activities and performance results for the first months of the 2026/2027 reporting period. It highlights progress toward established quality priorities, identifies areas requiring continued focus, and outlines next steps for the remainder of the year.

Ivan Franko Home Quality Commitment

Quality improvement is a shared commitment at Ivan Franko Home. We appreciate the contributions of our residents, families, staff, physician, nurse practitioner, volunteers, and community partners in helping us continually improve the care and services we provide. Ivan Franko Home is committed to providing safe, compassionate, and resident-centred care that promotes the health, dignity, independence, and quality of life of every resident. Our commitment to quality is guided by a culture of accountability, collaboration, respect, and continuous learning.

Ivan Franko Home Approach

Quality improvement at Ivan Franko Home is an ongoing and integrated process that supports excellence in resident care and services. The Home regularly monitors clinical outcomes, quality indicators, resident and family satisfaction, and operational performance to identify opportunities for improvement. Interdisciplinary collaboration, staff education, audits, performance reviews, and resident and family feedback are used to guide quality initiatives and evaluate their effectiveness. Through this approach, Ivan Franko Home fosters a culture of continuous improvement focused on achieving positive outcomes for residents and enhancing their overall experience.

Quality Priorities for 2026/2027

The quality priorities for the 2026/2027 Quality Improvement Plan were established based on provincial direction, the needs of the Home, and analysis of internal performance data. The key priority indicators and interim results are outlined below:

2026 Quality Improvement Plan – Interim Results			
Quality Indicator	2026 Target %	Current Performance Q4 Jan-Mar 2026 %	Ontario Q4 Jan-Mar 2026 %
Falls	3.6	2.5	15.5
Antipsychotic Use Without Diagnosis of Psychosis	17.5	16.2	20.7
Emergency Department Transfers	16.25	17.14	N/A
Resident and Family Satisfaction	100	100	N/A

Note:

For falls, antipsychotic use without a diagnosis of psychosis, and emergency department transfers, lower percentages indicate better performance.

For resident and family satisfaction, higher percentages indicate better performance.

Interim Performance Summary

During the first months of 2026, Ivan Franko Home demonstrated positive progress toward its Quality Improvement Plan objectives. Interim results show that the Home met or exceeded targets for falls prevention, antipsychotic use without a diagnosis of psychosis, and resident and family satisfaction, while emergency department transfers remained slightly above target and require continued focus.

Falls performance remains better than the Home's target, with current performance at 2.5% compared with the 3.6% target. This result reflects the effectiveness of ongoing falls prevention initiatives, multidisciplinary assessments, individualized care planning, post-fall reviews, and environmental safety strategies.

The rate of antipsychotic medication use without a diagnosis of psychosis continues to improve and remains below the established target. Ongoing medication reviews, collaboration with physicians and pharmacy services, Behavioural Support Ontario involvement, and non-pharmacological behavioural interventions continue to support this progress.

Resident and family satisfaction remains strong, with current results indicating 100% satisfaction. Feedback received through Resident Council, Family Council, care conferences, surveys, and the

Happy-or-Not platform continues to inform service enhancements and quality improvement activities. Residents and families continue to play an important role in identifying opportunities for improvement through surveys, council meetings, care conferences, and ongoing feedback.

Emergency department transfer rates remain slightly above the established target, with current performance at 17.14% compared with the 16.25% target. The Home continues to monitor trends, review contributing factors, and strengthen clinical supports to reduce avoidable hospital transfers, where appropriate.

Additional Quality Improvement Activities

Several quality improvement initiatives were undertaken during the first half of 2026 to enhance resident care, safety, and quality of life. This included implementation staff education focused on hydration, urinary tract infection prevention, delirium recognition, psychotropic medication management, and behavioural support, as well as ongoing pressure injury prevention and skin integrity monitoring. The Home also completed a pharmacy audit with no recommendations and continued to invest in staff recruitment and professional education.

The Home is working closely with the interdisciplinary team, pharmacy partners, and physicians to implement an in-house intravenous (IV) therapy program. Once established, this initiative is expected to support appropriate treatment within the Home and has the potential to reduce avoidable emergency department transfers for eligible residents. The program is expected to enhance resident comfort, support timely access to treatment, and minimize the stress and disruption associated with hospital visits.

Planning also continued for the opening of the new Ivan Franko Home, including the development of the Living Classroom initiative. Through collaboration with an academic partner, the Living Classroom will provide an on-site teaching and learning environment where students can gain hands-on clinical experience while working alongside experienced healthcare professionals. This initiative will help prepare the future healthcare workforce, support staff recruitment and retention, and foster a culture of continuous learning and excellence in resident care.

Challenges and Opportunities

Residents admitted to the Home continue to present with increasingly complex medical, behavioural, and functional care needs. Admissions involving pre-existing clinical conditions, including pressure injuries and behavioural symptoms, continue to present challenges in achieving some quality indicator targets.

Despite these challenges, the Home remains committed to evidence-based practices, staff education, proactive monitoring, and continuous improvement to support positive resident outcomes.

Opportunities for the remainder of the year include further strengthening falls prevention strategies, continuing efforts to reduce inappropriate antipsychotic use, enhancing resident and family engagement, supporting continence and skin integrity programs, and preparing for successful occupancy and transition to the new Home.

Next Steps

For the remainder of 2026, Ivan Franko Home will continue to monitor and evaluate quality performance, implement evidence-informed quality improvement initiatives, and strengthen interdisciplinary collaboration to support safe, high-quality, person-centred care. The Home remains committed to supporting staff through ongoing education, mentorship, and professional development while fostering a culture of continuous learning and accountability.

Preparation for occupancy of the new Home will continue, with a focus on enhancing resident safety, infection prevention and control, privacy, accessibility, and overall quality of life. The Home will also continue to advance innovative initiatives, including the Living Classroom and the in-house IV therapy program, to strengthen clinical care, workforce development, and the resident experience.

Conclusion

The Quality Improvement Committee will continue to monitor performance data, identify emerging trends, support quality improvement initiatives, and communicate progress to residents, families, staff, leadership, and community partners.

Ivan Franko Home remains committed to fostering a culture of continuous quality improvement through collaboration, innovation, and evidence-informed practice. By working together with residents, families, staff, physicians, leadership, and community partners, the Home will continue to provide safe, high-quality, person- and family-centred care while enhancing the health, well-being, and quality of life of every resident.

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